



UNITED STATES PATENT AND TRADEMARK OFFICE

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Paper No. 13

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Technology Center 2100

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In re Application of: Szlam et al.)
Application No. 09/885,717)
Filed: June 20, 2001) **MISCELLANEOUS**
For: DYNAMIC HELP OPTION FOR) **COMMUNICATION**
INTERNET CUSTOMERS)

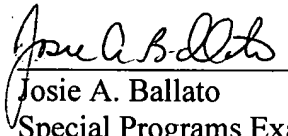
This communication is in response to numerous telephone calls and papers filed with the USPTO regarding prosecution in the above noted application. Applicants are advised that the Office considers the above practitioner to be of record and that all Office communications will continue to be addressed to this address of record until a proper request to either change or revoke the last properly established power of attorney or a petition requesting withdrawal of attorney are received and processed.

For a revocation and appointment of a new power of attorney to be acceptable, applicants must file papers in compliance with 37 CFR § 1.36 and §§ 3.71, 3.73, if appropriate. The assignee must establish the right to take action before the assignee can prosecute the application (see MPEP § 324). If an assignment has been recorded in the USPTO, then applicants should ensure that any papers filed subsequent to the processed assignment is consistent with that assignment or a new assignment is recorded to reflect the current property rights to the application.

The Office is not permitted, nor is it equipped, to assist applicants in resolving matters of improperly filed paperwork trying to establish the power to prosecute an application. If applicants believe the Office has created a problem due to misplaced or misprocessed papers, then applicants' representative of record is invited to contact the undersigned in order to discuss the status of the current application.

As a courtesy, this communication is being mailed to the address of the most recently received correspondence, but the practitioner should not expect any further communications on this application until he has been granted the proper power of attorney

to act in a representative capacity in this application by an assignee who has established its right to take action.



Josie A. Ballato

Special Programs Examiner

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Computer Architecture, Software, and Information Security

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